

OSU Ecampus Student Success Counseling

DPP Summit, May 4th



Oregon State
University

Today's presenters

Rebeka Phelps, Student Success Counselor
OSU Ecampus
rebeka.phelps@oregonstate.edu



Brittni Racek, Student Success Counselor
OSU Ecampus
brittni.racek@oregonstate.edu



Meet the OSU Ecampus Student Success Team
success counseling + student services + proctoring



OREGON STATE UNIVERSITY

Student services

Student services is the first point of contact for Ecampus students.

- Change of major forms
- Overrides
- Questions regarding resources
- Registrar forms
- Veteran tuition program

ecampus.ess@oregonstate.edu

Success counseling

Success counselors work in partnership with students to:

- Improve academic skills
- Identify support resources
- Address obstacles to success at OSU

ecampus.oregonstate.edu/services/student-services/success/

Proctoring

Some distance courses require students to take proctored exams. Proctoring support staff serve current students with questions or problems regarding proctoring.

ecampus.oregonstate.edu/services/proctoring/

Meet the OSU Ecampus Student Success Counselors

- Our team includes 5 success counselors
- Students are assigned by college/major
- We serve ALL undergraduate, degree seeking Ecampus students
- Our entire team has undergone both MI and PBC training for coaching/counseling services
- We encourage referrals from advisors and/or faculty members for students who may benefit from success counseling



Agenda

- First term outreach
- Canvas success course
- Success counseling
- Foundation of our model
- Q&A

First Term Outreach

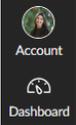
Individualized Email:

- Introducing ourselves, our services and directing students to specific steps on how to connect with their academic advisor. This gives us a chance to distinguish our role from the role of an advisor:

“As your Success Counselor my goal is to work in partnership with you and your Academic Advisor to help you identify and maximize your own capacities for academic success and well-being. Your advisor will help assist you with course selection, tracking your degree progress and will offer advising support throughout your program. Success Counselors work in partnership with students to improve academic skills, to identify support resources, and help you navigate your role as a student”.
- Create a connection with the students and make ourselves available to answer any questions
- We work with students in one-on-one appointments to address any barriers they may be concerned with before they start their first term.

First Term Success Course - Canvas

- The Ecampus Success Team has created a Canvas course that is free, ungraded, and no participation required for all new and transfer students called "First Term Success."
- This course has modules that touch on common themes and concerns that we hear from new students such as how to prepare for your first online course, time management skills, test preparation and anxiety, and student motivation and resiliency.
- There are discussion boards for online students to "meet" each other in this digital community and share experiences, as well as ask each other questions.
- We post announcements to inform students of important dates, deadlines, and other helpful resources, such as our Ecampus Library Webinar.
- The course currently has a 97% acceptance rate, with over 150 discussion board posts for this term. We also take an introductory and an exit survey to determine what questions students have at the beginning of the course, and what areas they felt were helpful (or not) at the conclusion, so that we can continually improve the content each term.



- Home
- Announcements
- Modules
- Discussions
- People
- Chat
- Conferences
- Quizzes
- My Media
- NameCoach
- NetTutor
- Media Gallery
- Collaborations
- Outcomes
- Assignments
- Grades
- Syllabus
- Pages**
- Files
- Settings

View All Pages

Published Edit

Meet the Success Counseling Team



[Franziska Gibbs](#)
Environmental Sciences
Natural Resources

Year you started at OSU: 2017

Degree(s)/Certificates: Teacher's Diploma in English & German, MA in German, MA in Higher Education and Student Affairs

Trainings: Wellness Coaching Training based on the 9 Dimensions of Wellness, REACH Suicide Prevention Training, StrengthsQuest, VIA Character Strengths, Social Justice Education Initiative, Motivational Interviewing, Presence-Based Coaching

Best way to schedule with you: TimeTrade [Schedule a 30 min appointment with me!](#) or...[Schedule a 45-60 min appointment with me!](#)



[Rebekah Phelps](#)
Fisheries and Wildlife Sciences

Year you started at OSU: 2017

Degree(s)/Certificates: B.S. Behavioral and Social Science, M.S. Adult and Continuing Education, Graduate Certificate in Academic Advising

Trainings: Motivational Interviewing, Presence-Based Coaching, Social Justice Education Initiative

Best way to schedule with you: Email: rebeka.phelps@oregonstate.edu or Phone: 541-737-2436



Success Counseling

Ecampus Student Success Counselors work in partnership with students to improve academic skills, to identify support resources, and to address obstacles to academic success at OSU.

Success counseling allows students to actively reflect on their current circumstances and to evaluate strategies that support and/or undermine their academic success. Common discussion topics include:

- Time management
- Procrastination
- Prioritization
- Work-life balance
- Academic skill development
- Stress management
- Goal-setting
- Motivation
- Identifying and utilizing support resources

Presence Based Coaching

A Foundation for Student Success Counseling

Student conversations are intended to be flexible and holistic, addressing the individual needs of the student. While there is an underlying belief that the student will drive the conversation, it is the counselor's role to ask artful questions, offer information when appropriate and challenge the students thinking using a basic model founded in our Presence Based Coaching training.

- Explore **the situation** using open-ended questions:
 - What might you do differently?
 - What are the benefits of changing?
 - What is going well this term?
- Articulating the **desired outcome**:
 - If this appointment goes well, what do you think you will get out of it?
 - If you had the answer to your question, how would it change things?
- Partner to design an **individualized action plan**:
 - Journaling/Reflection
 - Time-tracking
 - Communication Plan

Motivational Interviewing

A Foundation for Student Success Counseling

Motivational Interviewing (MI) is an approach developed by clinical psychologists. It was developed as a way to help people work through ambivalence by paying attention to the language of change. It is a collaborative, goal-oriented method that strengthens an individual's motivation and commitment for change. There are four main elements of MI that impact our work with students:

- Resist the right reflex – Roll with resistance and avoid interrupting/arguing for change
- Understand motivation – Motivation comes from within each individual. We do not create or instill motivation, we partner with students to explore and identify the motivation that already exists within themselves.
- Listen- We utilize reflective listening and a student centered empathetic approach to promote acceptance.
- Empower students- We value the individuality and agency within each student, and support their beliefs that they are capable of change.

One of the things that sets the practice of MI apart is that is rooted in **compassion and acceptance**. Some of the tools that we use through our MI practice include:

- Open- ended questions
- Affirmations
- Reflections
- Summaries

Questions?